

COVID-19 Vaccine Portal

Manage Forgotten Password or Username Job Aid

Overview: Please follow instructions below if you have forgotten a password and need to initiate a password reset or if you need to retrieve your forgotten username for the COVID-19 Vaccine Portal. A user must have already registered and created an account to reset a password or retrieve a username.

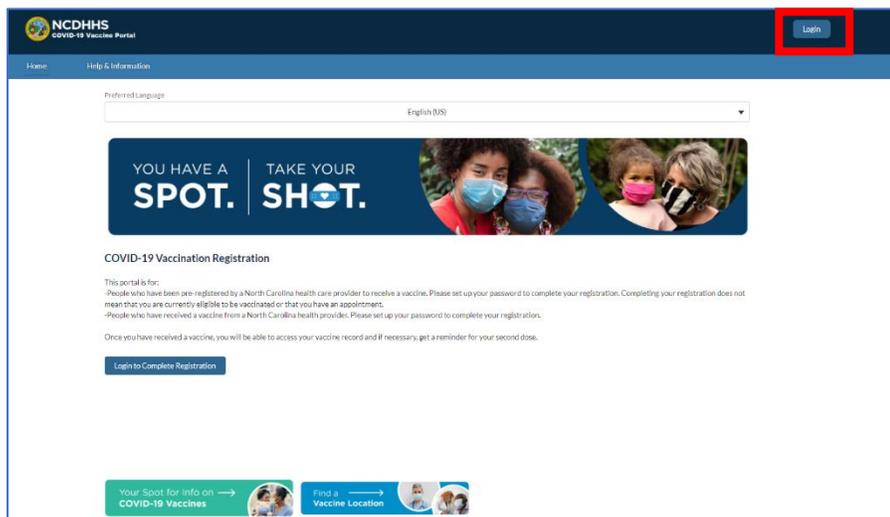
1 Reset your Password

Before you begin the process of resetting your password to the COVID-19 Vaccine Portal, please have the following items ready:

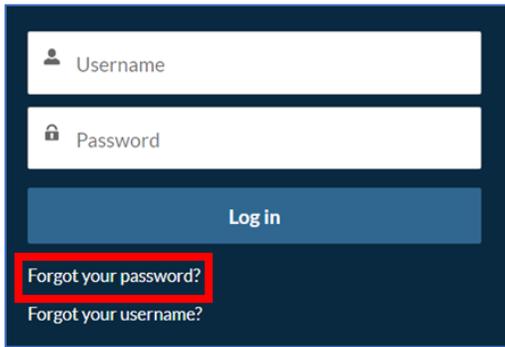
- **Your COVID-19 Vaccine Portal username**
Your COVID-19 Vaccine Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created. You can find your username in the COVID-19 Vaccine Portal welcome email, or you can follow the example below if you do not have that email. For example: If your email is **johndoe@gmail.com**, your COVID-19 Vaccine Portal username is **johndoe@gmail.com.covid19vaccine**.
- **One of the following supported browsers:** Chrome, Firefox, Safari, or Edge Chromium
Please Note: Internet Explorer and Edge (non-Chromium) browsers are not compatible with the COVID-19 Vaccine Portal.

The following instructions are for resetting your COVID-19 Vaccine Portal Password.

1. Click <https://covid-vaccine-portal.ncdhhs.gov/> to go to the COVID-19 Vaccine Portal.
2. On the homepage, click **Login** at the top-right corner of the screen.



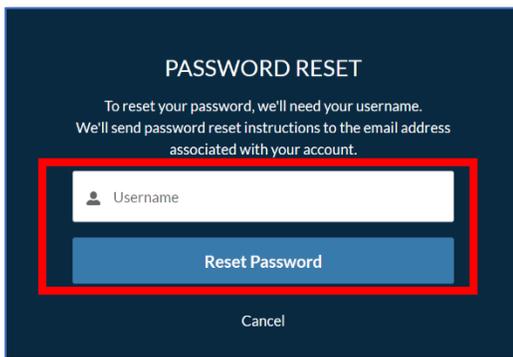
3. Click **Forgot your password?**



A screenshot of the login page. It features a dark blue background with white text. At the top, there is a white input field labeled 'Username' with a person icon. Below it is another white input field labeled 'Password' with a lock icon. A blue button labeled 'Log in' is positioned below the password field. At the bottom, there are two links: 'Forgot your password?' (highlighted with a red rectangular box) and 'Forgot your username?'.

4. You will see the Password Reset page. Enter your **COVID-19 Vaccine Portal** username.

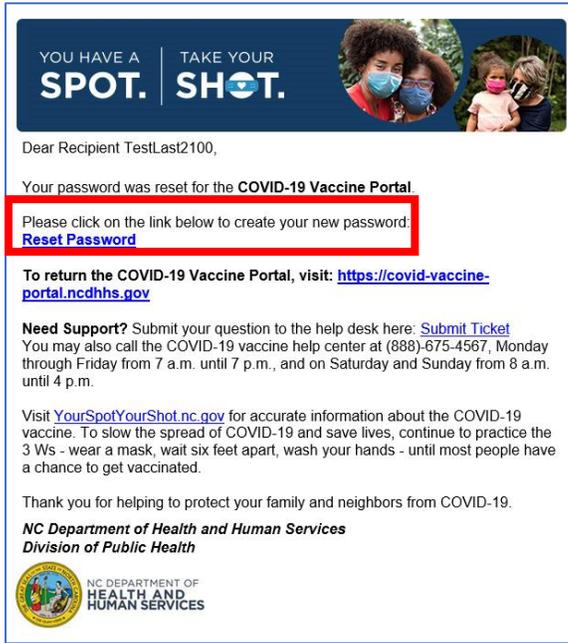
5. Click **Reset Password.**



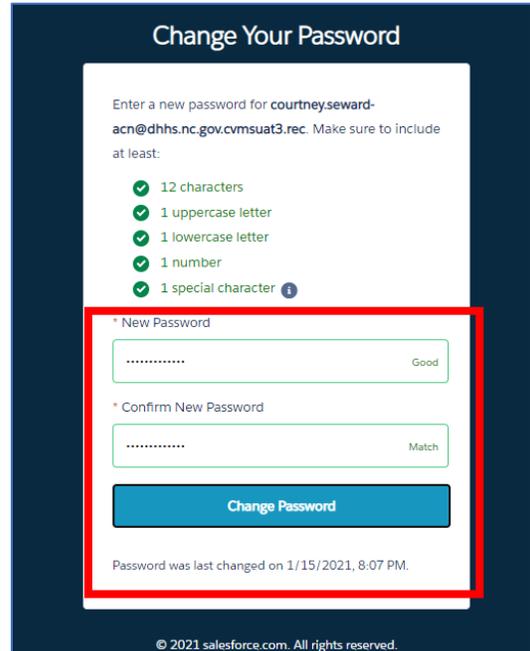
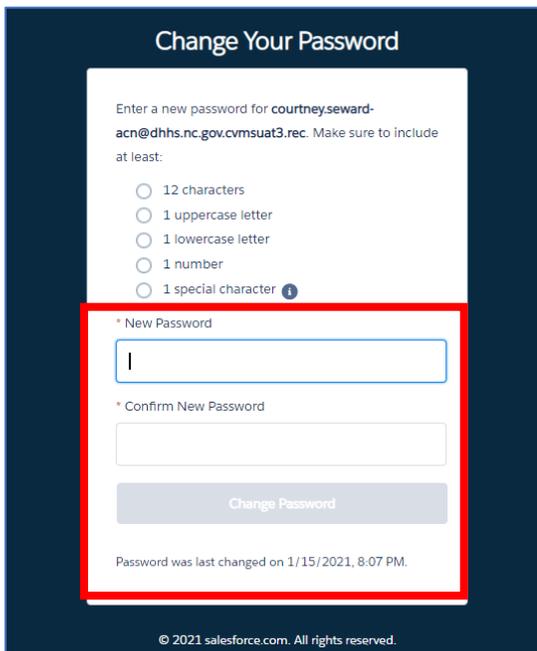
A screenshot of the 'PASSWORD RESET' page. The title 'PASSWORD RESET' is centered at the top. Below it, the text reads: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' There is a white input field labeled 'Username' with a person icon, which is highlighted with a red rectangular box. Below the input field is a blue button labeled 'Reset Password', also highlighted with a red rectangular box. At the bottom center, there is a 'Cancel' link.

6. **Check your Email Inbox.** You will receive an email from the COVID-19 Vaccine Portal with a link to reset your password.

7. Open the Email. Click the **Reset Password** link.



8. A new page will open.



9. Enter a **New Password**. On this page, you will see a check list for password criteria. Your password must meet the criteria.

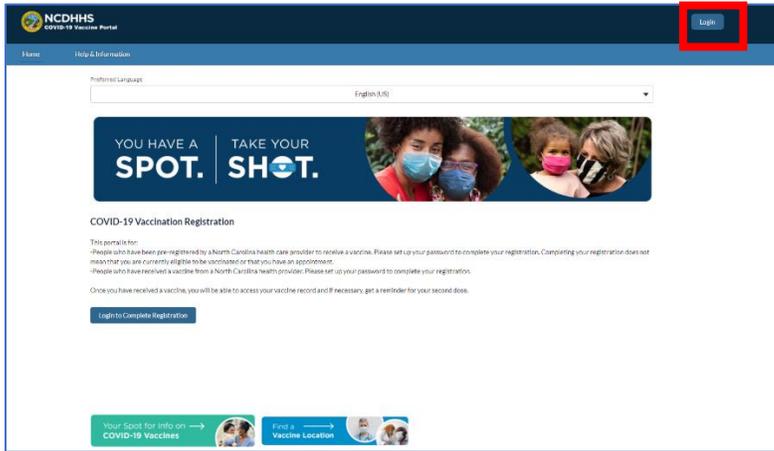
10. Enter the password again in **Confirm the New Password**. Your password must match.

11. Click **Change Password**.
12. You will be logged into the COVID-19 Vaccine Portal. You have successfully reset your password!

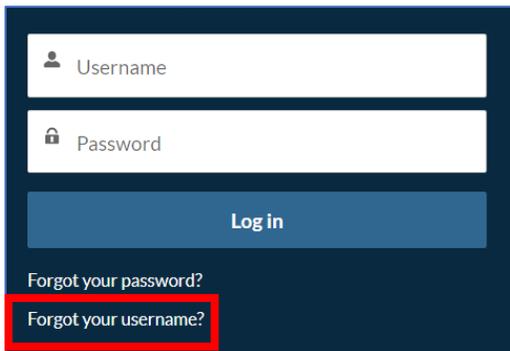
2 Retrieve a Forgotten Username

The following instructions are for retrieving your COVID-19 Vaccine Portal username.

1. Within your browser, click <https://covid-vaccine-portal.ncdhhs.gov/> to go to the COVID-19 Vaccine Portal.
2. On the homepage, click **Login**.



3. Click **Forgot your username?**



4. You will see the Find Username page. Enter the email address used to register for the COVID-19 Vaccine Portal

5. Click **Find Username** and an email will be sent including your username for the COVID-19 Vaccine Portal

Enter your email address for which you want to retrieve Username

Find Username

Mail Status

Email Sent successfully to tabitha.mckelvy@accenture.com

Remember to look in your spam folder, where automated messages sometimes filter. If you still can't find it, contact your administrator.

Close

6. **Check your email inbox.** You will be sent an email from the COVID-19 Vaccine Portal with your username enclosed



Dear Vaccine Recipient,

Your Username(s) associated with this Email-Id are :

To return to the COVID-19 Vaccine Portal, visit: <https://hotfix-ncdhhs.cs33.force.com>

Need Support? Submit your question to the help desk here: [Submit Ticket](#)
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

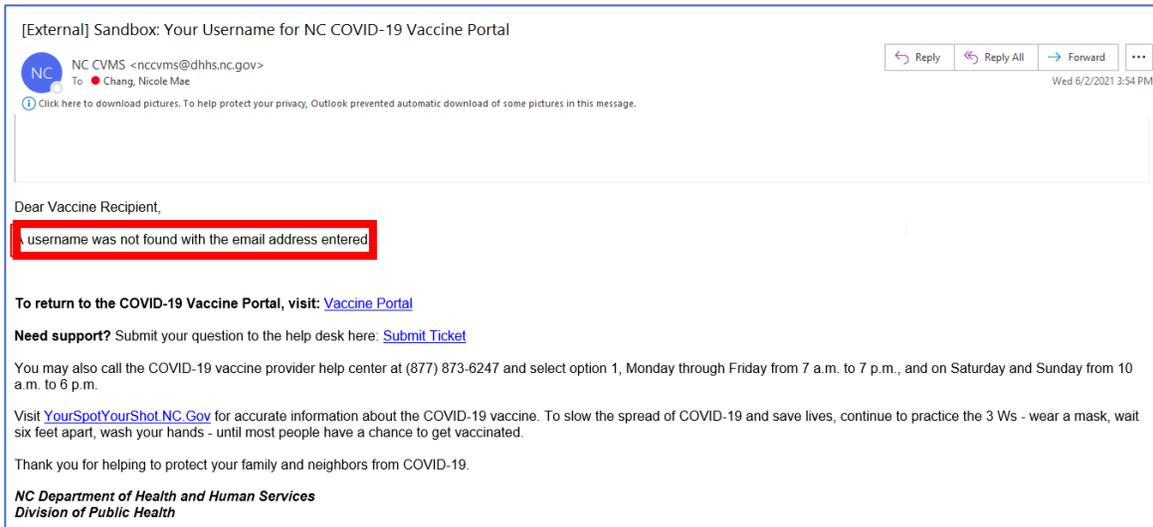
Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

*NC Department of Health and Human Services
Division of Public Health*



If the email address entered is NOT found, you will receive an email stating "A username was not found with the email address entered."



7. To return to the COVID-19 Vaccine Portal, click the link in the email.

Need Support?

Submit your question to the help desk here: [Submit Ticket](#)

You may also call the COVID-19 Vaccine Provider Help Center at **(888)-675-4567**,
Monday through Friday from 7 a.m. until 7 p.m.,
Saturday and Sunday from 8 a.m. until 4 p.m.

Version 2 – June 9, 2021